REQUEST FOR PROPOSAL (RFP)
FOR SELECTION OF
GOVT/PSU INTERNET SERVICE PROVIDERS
FOR PROVIDING
MANAGED WI-FI SOLUTION
WITH
500 MBPS (1:1) BANDWIDTH
ON RENTAL MODEL

RFP Ref No: IIMJ/RFP/Internet-Service/2021-22/01
Dated: 21.04.2021

RFP Document can be downloaded from following websites:
http://www.iimj.ac.in/tender-and-notice
https://www.eprocure.gov.in/epublish/app

Address To:
Chief Administrative Officer
Indian Institute of Management Jammu
Transit Campus, Canal Road,
Old University Campus- Jammu- 180016 (J&K)
REQUEST FOR PROPOSAL (RFP)

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Education, Government of India invites proposals / quotations from GOVT/PSU INTERNET SERVICE PROVIDERS FOR PROVIDING MANAGED WI-FI SOLUTION WITH 500 MBPS (1:1) BANDWIDTH ON RENTAL MODEL.

The Important information related to schedule are as follows:

**RFP SCHEDULE:**

<table>
<thead>
<tr>
<th>Date of Issue/Publishing</th>
<th>:-</th>
<th>21.04.2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start date and time of submission of Proposal</td>
<td>:-</td>
<td>21.04.2021</td>
</tr>
<tr>
<td>Last Date and Time for Submissions of Proposal</td>
<td>:-</td>
<td>05.05.2021 upto 3.00 PM</td>
</tr>
<tr>
<td>Last Date and Time for receipt of queries</td>
<td>:-</td>
<td>30.04.2021 Upto 4.00 pm</td>
</tr>
<tr>
<td>Date and Time of Opening of Proposal</td>
<td>:-</td>
<td>07.05.2021 at 3.00 PM</td>
</tr>
<tr>
<td>Processing Fee (Non Refundable)</td>
<td>:-</td>
<td>Nil</td>
</tr>
<tr>
<td>Cost of Document / Registration Fee</td>
<td>:-</td>
<td>Nil</td>
</tr>
<tr>
<td>EMD</td>
<td>:-</td>
<td>Nil</td>
</tr>
<tr>
<td>Performance Security</td>
<td>:-</td>
<td>3% of Total Estimated Contract Value</td>
</tr>
<tr>
<td>Contact detail</td>
<td>:-</td>
<td>Chief Administrative Officer 0191-2585837 <a href="mailto:cao@iimj.ac.in">cao@iimj.ac.in</a></td>
</tr>
<tr>
<td>Location of the Service and Delivery</td>
<td>:-</td>
<td>Indian Institute of Management Jammu, Old Near Guru Nanak College of Education Campus, NEAR BALOL BRIDGE, Jallo chak, Jammu-181133 (J &amp; K)</td>
</tr>
<tr>
<td>Time Period to Complete the Project</td>
<td>:-</td>
<td>The Service Provider shall ensure the delivery and installation of wireless hotspot systems at the IIM Jammu, Transit Campus, Jallo Chak location within 3 weeks from the date of award of contract.</td>
</tr>
</tbody>
</table>

**Note:** The bidders are requested to read the RFP document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the exercise.

Chief Administrative Officer
1. **BACKGROUND**

1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Education, Government of India. The Institute imparts quality education in Management.

1.2 IIM Jammu is operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016. Indian Institute of Management Jammu proposes a new transit campus to accommodate new students, staff and faculty in Jallo Chak, Jammu, which will be used for residential and academic purposes.

1.3 Indian Institute of Management Jammu invites Proposals from experienced and eligible Govt. and PSU for implementing Managed Wi-Fi Solution by the Internet Service Provider with 500 Mbps (1:1) Bandwidth as a service at entire premises (all academic, residential and mess building blocks and outdoor open area) of the transit campus of Indian Institute of Management Jammu located at Jallo Chak, Jammu.

2. **SCOPE OF WORK:**

2.1 **Name of Service:** Supply, installation, pro-active monitoring, and maintenance of centrally Managed Wi-Fi Solution by the Govt. or PSU Internet Service Provider with 500 Mbps (1:1) Bandwidth within entire campus premises on Rental Model.

2.2 **Location:** The Managed Wi-Fi Solution is to be rolled-out in the entire premises of the transit campus of Indian Institute of Management Jammu located at Jallo Chak, Jammu.

2.3 The Service Provider must provide the centrally managed Wi-Fi Hotspot solution through Internet Leased line with 500 Mbps (1:1) bandwidth at its transit campus, Jallo Chak, Jammu under OPEX (Rental) Model for 2 years where internet connectivity including all hardware/software for managing the Wi-Fi centrally on quarterly rental basis shall be provided by the Service Provider.

2.4 The Service Provider must roll out centralized managed Wi-Fi Solution in the entire premises of transit campus of Indian Institute of Management Jammu, located at Jallo Chak, Jammu.

2.5 Scope of work also includes components, materials, accessories required to render the equipment and systems offered complete in all respects even though every individual item may not have been specifically mentioned in the RFP. Moreover, shifting of hotspot devices within the premises will also be included in terms and conditions of scope of work. Shifting of hotspot devices within the premises of IIM Jammu, Transit Campus, Jallo Chak will not involve any cost to IIM Jammu.

2.6 The Service Provider must provide internet access through wireless medium to the students, staff, faculty and guest visitors visiting the transit campus, Jallo Chak and also a wired medium to the faculty and staff as per the requirement of IIM Jammu at its transit campus, Jallo Chak, Jammu.

2.7 The Service Provider must provide 24x7 helpdesk customer support to the end users as well as to the IT staff of IIM Jammu.

2.8 Service Provider must provide all the necessary electronic and network components/Access Points/any other equipment for providing wireless access inside the entire premises (all academic, residential and mess building blocks and outdoor open area) of IIM Jammu, Transit Campus, Jallo Chak, Jammu.

2.9 It would be the responsibility of the Service Provider to supply all the required products and equipment (active and passive) which are required to complete and deliver the services at IIM Jammu, Transit Campus, Jallo Chak, Jammu.

2.10 The Service Provider should provide the Successful Installation Report for implementing Wi-Fi at entire premises of IIM Jammu, Transit Campus, Jallo Chak and duly signed by the respective staff of IIM Jammu.

2.11 The solution proposed must be compliant with applicable guidelines of DoT & TRAI. Please refer to the Dot guidelines mentioned at Annexure-VIII.

2.12 The network must 802.11 b/g/n/ac network devices with backward compatibility along with MAC address filtering, IP Security (IPSec), WPA2 Authentication and AES Encryption.

2.13 Solution shall support WIPS (Wireless Intrusion Prevention System).

2.14 The network must be managed and monitored centrally with scalability up to the full requirement of IIM Jammu.

2.15 All configuration, policies and security patches should be updated to the latest version time to time.
2.16 During the contract period, the Service Provider shall bear all the costs associated with commissioning of Wi-Fi hotspots solution which may arise due to various faults.

2.17 It is the responsibility of the Service Period to secure and maintain all the devices, components, solution and network installed, commissioned and maintained by them.

2.18 The Service Provider will ensure AAA services for authentication of the internet session as per prevailing DoT guidelines. Please refer to the Dot guidelines mentioned at Annexure-VIII.

2.19 The solution should have capabilities to support separate SSID’s and Group Policies for Students, Faculty, Staff and Guest Visitors of IIM Jammu with separate time/bandwidth based policy for all categories.

2.20 The Service Provider will provide online access to IIM Jammu for browsing of usage report of each Access Point as well as Access Point-wise bandwidth consumption report etc. Historical data/logs should be preserved with the Service Provider for the entire contract period and same shall be shared with the IIM Jammu as and when required by IIM Jammu/regulatory authorities in readable/searchable format (csv, pdf, xlsx or similar). The Service Provider should ensure submission of all the logs on removable media and email at the end of the contract period.

2.21 The Service Provider would be solely responsible for ensuring adherence to the Service Levels and Service Quality for each of the deliverables executed by them and their sub-contractor(s).

2.22 IIM Jammu will provide a power source and space for the installation of Wi-Fi hotspot solution. The Service Provider has to provide all other cabling and infrastructure, Equipment, Software etc. for successful installation and commissioning of the Wi-Fi Hotspot Solution at sites and Wired Ethernet (RJ45) connection at designated locations.

2.23 The solution should be scalable to efficiently support a bandwidth of 1 Gbps.

2.24 The Service Provider must provide a Technical Team Member for onsite support during the entire contract period.

2.25 Time Period to Complete the Project: The Service Provider shall ensure the delivery and installation of wireless hotspot systems at the IIM Jammu, Transit Campus, Jallo Chak location within 3 weeks from the date of award of contract.

3. TECHNICAL SPECIFICATION

3.1 General

3.1.1. Should provide us the internet wifi tokens (user id and password) with customisable validity for the group of students, faculty, staff and guest visitor ranging from 1 Day to 2 Years.

3.1.2. Solution as a whole shall be scalable to but not limited to cater 600 concurrent users on centralized controller for all sites.

3.1.3. All Access Points at any point of time must support minimum of 150 concurrent clients/devices/users.

3.1.4. Solution for multi-storey premises shall be scalable to 5-15 AP per floor

3.1.5. Solution must support MAC address filtering

3.1.6. Solution must support IP Security (IPSec)

3.1.7. Solution must support WPA2 Authentication and AES Encryption

3.1.8. Solution must support WIPS

3.1.9. Solution must be capable to implement AAA (RADIUS)

3.1.10. Solution must support the following features:

   a) Zero Configuration on end-user device
   b) Web Service
   c) DHCP/NAT/Firewall
   d) QOS (User Level BW Shaping)
   e) 802.1x and 802.11 a/b/g/n
   f) AP Monitoring
   g) SNMP
   h) WPA, WPA2
i) Authentication, Authorization, and Accounting (AAA) Client
j) Captive Portal

3.1.11. Solution shall have capability to increase/decrease the time duration of login session after authentication.

3.1.12. Maximum of two devices authenticated per registered user at any point of time

3.1.13. The solution must provide the ability to filter the type of content allowed (e.g., blacklist URLs, Radio, Video, and Audio Streaming, Gaming Website)

3.1.14. The solution should be designed for end-to-end security of the network to prevent unauthorized changes and use of the network.

3.1.15. Solution must provide a centrally managed admin console and designated staff of IIM Jammu should be given access to this admin console with all administrative rights to manage user management, policies, groups, filtering etc.

3.1.16. WLAN network should be based on the following key requirements:
   a) Standards, Performance, Reliability, Management, Flexible Deployment, & Security
   b) Access Points proposed must include radios for both 2.4 GHz and 5 GHz.
   c) Must have a robust design for durability, without visible vents.
   d) The Access Point should support & function in both the centralized & distributed architecture.
   e) There must be a centralized Controller(cloud/physical) for all Access Points. Access Point configuration can be modified using this controller.
   f) Access Point must support multiple SSIDs.
   g) Access Point must support VLAN.

3.2 Performance

3.2.1. The solution should provide but not limited to 500 Mbps of data rate capacity per radio.

3.2.2. The solution should support dedicated antennas for 2.4 and 5 Ghz radios.

3.2.3. The solution should improve 5-GHz client connections in mixed client environments.

3.2.4. The networks should support 500Mbps at any given time, anywhere on the network.

3.2.5. The networks should have a overlap network cells of 15-20% each & should not have black holes on the network.

3.2.6. The network should provide seamless roaming anywhere between the WLAN network.

3.3 Reliability

The solution should support the following requirement of reliability:

3.3.1. The network should have Access Points which can adjust their radio power to comply to performance / reliability spec.

3.3.2. The Access Points on the network should support features such as Load Balancing & Hot Standby making the network more reliable.

3.3.3. The Access Points on the network should support various diagnostics tools like interference management & channel agility.

3.3.4. All Access Points on the network should support LEDS indicating association status, operation, error/warning, firmware upgrades & configuration, radio status.

3.4 Network Management System

The solution must have a Network Management System with following features:

3.4.1. Web based user interface (secured).

3.4.2. Should support fault, and performance management.

3.4.3. Ability to present graphical view of the network.

3.4.4. Should support various privilege levels (limited access possible).

3.4.5. Capability to view the network topology.
3.4.6. The NMS should be able to monitor all the active components, Wired and Wireless elements, of the network.

3.4.7. The NMS should have the capabilities to support all the manageable elements in the existing Network irrespective of OEM.

3.5. Security

3.5.1. The solution must include a firewall to keep the network secure.

3.5.2. The firewall should have features like Antivirus, Intrusion Prevention, Web Filtering, Anti- Spam, Antispyware, WAN Optimisation,

3.5.3. The solution must support all the security standards such as Open Authentication, Shared Key Authentication & MAC address authentication to the network.

3.5.4. The solution must fulfil and provide NDA / SLA, Secured HTTPS access, End-to-end encryption of browsing data

4. SERVICE LEVEL AGREEMENT AND PENALTIES (TERMS OF CONTRACT)

4.1. Period of Contract: The contract will be for a period of 2 years starting from commissioning/implementation/go live of solution and may be extended on six monthly basis on same rate, terms and conditions, as per requirement of IIM Jammu. At the end of the contract, the service provider will be free to take all of equipment installed and discontinue the Wi-Fi services.

4.2. The rate quoted by the bidder shall remain same throughout the contract period including any extension thereon. No increment in rates would be permitted in any circumstances.

4.3. Location: The Managed Wi-Fi Solution is to be rolled-out in the entire premises of the transit campus of Indian Institute of Management Jammu located at Jallo Chak, Jammu.

4.4. Sub-Contracting: The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract if any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

4.5. Exit Clause: The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not found satisfactory.

4.6. Contract Agreement: The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). IIM JAMMU reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.

4.7. Service Level Objectives

4.7.1 The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the Service Provider to IIM Jammu for the duration of this contract. SLA defines the terms of the Service Provider’s responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators which will be considered by IIM Jammu in the Service Level Agreement with the Service Provider.

4.7.2 The successful bidder has to comply with all Service Level Agreements (SLAs) defined below to ensure adherence to project timelines, quality and availability of services.

4.8. SLA definition, Measurement, Monitoring and Penalties

4.8.1 Service Level Agreements:

<table>
<thead>
<tr>
<th>SNo.</th>
<th>SLA Parameter</th>
<th>Duration</th>
<th>SLA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Availability</td>
<td>Monthly</td>
<td>&gt;=99.5%</td>
</tr>
<tr>
<td>2</td>
<td>MTTR</td>
<td>Monthly</td>
<td>&lt;=4 Hours</td>
</tr>
<tr>
<td>3</td>
<td>False Rejection (Authentication)</td>
<td>Monthly</td>
<td>&lt;=0.50%</td>
</tr>
</tbody>
</table>

4.8.2 SLA Monitoring: In the duration of the contract, the selected agency shall be required to provide the reports required for monitoring the SLAs.
4.8.3 Penalties

<table>
<thead>
<tr>
<th>SNo.</th>
<th>Parameter</th>
<th>Duration</th>
<th>Description</th>
<th>Range</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Availability</td>
<td>Monthly</td>
<td>(Total Time Service Available) / (Total Time)</td>
<td>99.49%– 98.00%</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>97.99% – 96.50%</td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>96.49% – 95.00%</td>
<td>6%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>95.00% or less</td>
<td>8%</td>
</tr>
<tr>
<td>2</td>
<td>MTTR</td>
<td>Monthly</td>
<td>Average time taken for recovery</td>
<td>4 – 6 Hours</td>
<td>2%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7 – 9 Hours</td>
<td>4%</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>10 – 12 Hours</td>
<td>6%</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>12 hours or more</td>
<td>8%</td>
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</table>

a) The penalty shall be calculated and deducted from the immediate payment due.

b) All above mentioned penalties are exclusive to each other.

c) The maximum penalty at any point of time and for any period should not exceed 10% of project cost as per the Commercial Bid submitted by the successful bidder. If the penalty exceeds this amount, IIM Jammu reserves the right to terminate the contract.

d) Penalties shall not be levied on the successful bidder in case of is a Force Majeure event affecting the SLA which is beyond the control of the successful bidder.

4.9. The decision of IIM Jammu in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

4.10. In case of any disputes on execution of the work during the period of contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties. Any legal disputes shall be subject to Jammu jurisdiction.

5. ELIGIBILITY CRITERIA:

5.1 The Service Provider should be a Government Organization or Public Sector Undertaking.

5.2 The bidder should have a registered office / Branch Office / operational support centre in Jammu.

6. SUBMISSION OF BID

6.1 Both the bids (Technical and Financial) duly signed Authorised Signatory should be submitted in two separate sealed envelopes as described below:

(a) Envelope 1: containing Technical Bid in Annexure-I duly completed in all respects all relevant documents and the envelope should be super-scribed in bold letters with the statements ‘TECHNICAL BID FOR PROVIDING MANAGED WI-FI SOLUTION WITH 500 MBPS (1:1) BANDWIDTH’ with Reference No. of .

(b) Envelope 2: containing the Financial Bid, as prescribed in the Annexure-IV and the envelope should be super-scribed in bold letters with the statements ‘FINANCIAL BID FOR PROVIDING MANAGED WI-FI SOLUTION WITH 500 MBPS (1:1) BANDWIDTH’ with Reference No.

(c) Finally, the above-mentioned envelopes should be kept in a single sealed cover/envelop and the envelope super-scribed in bold letters with the statements - ‘FOR PROVIDING MANAGED WI-FI SOLUTION WITH 500 MBPS (1:1) BANDWIDTH’ with Reference No. and to be submitted at:

   Chief Administrative Officer,
   Indian Institute of Management Jammu,
   Old University Campus, Canal Road,
   Jammu- 180016.

6.2 Bidder should number the pages submitted in form of Technical Bid and provide an index (As per Annexure-V) indicating the page number of each document submitted. The index should be placed
on the top of the Technical Bid, without which the proposal will be considered incomplete and hence, summarily rejected.

6.3 The Technical Bid should be accompanied by the relevant documents, duly signed and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the proposal will be considered incomplete and hence, summarily rejected.

6.4 Bids must reach on or before the closing time and date as indicated in the beginning of this document. Any bid received after closing date/time shall not be considered.

6.5 Bids received by REGISTERED POST/SPEED POST/COURIER/BY HAND (dropped in the Box entitled ‘Purchase Section’ kept in Admin Office of the Institute) will only be accepted. Bids received by any other mode like FAX, EMAIL etc will not be accepted. IIM Jammu will not be responsible for any postal delay.

6.6 Bids not submitted, as per the above Performa / Instructions mentioned in this RFP document, will be summarily rejected.

6.7 The bid should be precise, complete and in the prescribed format as per the requirement of the RFP document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder’s risk and may result in rejection of the bid.

6.8 The bid should be clear and without any condition. Conditional bids shall be summarily rejected.

6.9 The bidders should quote their rates in the prescribed format as per Annexure-IV. The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tempered/modified in any manner, proposal will be completely rejected.

6.10 Taxes/ GST, if any, should be indicated separately in the Financial Bid.

6.11 Bid Validity: The bids shall remain valid for a period of 90 days from the last date of submission of proposal. In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original proposal. In exceptional circumstances, the IIM JAMMU may request the bidders’ consent for an extension of the period of bid validity. A bidder may however be at liberty to refuse the request. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.

6.12 Any change/corrigendum/extension of closing/ opening dates in respect of this RFP shall be issued through website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.

6.13 The Proposals as submitted by a bidder shall become the property of IIM Jammu and IIM Jammu shall have no obligation to return the same to the bidder.

6.14 The submission of proposals does not entitle any bidder for automatic grant of award.

6.15 List of documents to be submitted with the application (as applicable): The Technical Bid and relevant documents should be as per sequence mentioned as below, without which the proposal will be considered incomplete and hence, summarily rejected.

   a) Technical Bid as per Annexure-I.
   b) Terms and Conditions Acceptance Letter as per Annexure-II.
   c) Copy of GST Registration Certificate.
   d) Valid document in support of Registered/ Branch office at Jammu.
   e) The proof of turnover of last three financial years ended on 31 March 2020 i.e. FY 2017-18, 2018-19 and 2019-20 Certified by Chartered Accountant (CA).
   f) Details of work experience (as per Annexure-III) in support of Experience related eligibility criteria. Letter of award of contract / work order along with Satisfactory completion certificate / performance certificate in this regard issued from Government institute /organization, Autonomous Bodies, PSU, Large Private Sector institute /organization and Educational Institutes like IIMs, IITs etc must also be attached along with Annexure-III, in the same sequence.
   g) All other documents, as required in terms of the RFP, to claim eligibility.

Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.

7. BID OPENING / EVALUATION & AWARD OF CONTRACT
7.1 The online bids will be opened by a Process Committee duly constituted for this purpose. The proposals (complete in all respect) received will be opened as mentioned at “RFP Schedule” in presence of bidders representative if available.

7.2 The Service Provider may depute their authorized representatives to remain present during the Proposal opening process subject to submission of valid authorization letter in name of the representative to attend the Proposal opening process. Only one representative will be allowed to participate in the proposal opening.

7.3 The **Technical bid** will be opened first and evaluated. The **Financial bid** of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial bids of ineligible bidders will not be opened.

7.4 **Selection of successful bidder:** After evaluation of bids, the bidder who is technically qualified as well as quotes the lowest rate (inclusive all the charges) in total, shall be declared as the successful bidder (L1).

7.5 In case two or more agencies are found to have quoted the same lowest rates, the competent authority, IIM Jammu shall decide about the agency to which the offer shall be granted based on the past credentials/report on the past performance of the firm, and length of experience etc as per the technical bid. The decision of the competent authority, IIM Jammu shall be final.

7.6 IIM Jammu reserves the right to negotiate the quoted price, only with the successful bidder to arrive at the fair and reasonable price.

7.7 In case the day of opening of proposals is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.

7.8 The Successful Bidder should accept the offer within 10 days from the date of receipt of “Letter of Offer”, failing which the offer will be cancelled.

7.9 If L1 Vendor fails to provide acceptance within stipulated time, IIM Jammu will be free to award the contract to L2 Vendor provided L2 matches L1’s price and if L2 does not agree, it will be awarded to L3 subject to L3 matching L1’s price and in that order.

7.10 Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.

7.11 The institute reserves the right to seek clarifications or additional information/documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

8. **PERFORMANCE SECURITY**

8.1 The successful bidder is required to furnish 3% of Total Estimated Contract Value as security deposit, in form of Performance Bank Guarantee as per **Annexure-VI** within 15 days from the date of awarding of contract and shall remain valid for a period of 60 days beyond the period of contract. If contract is further extended beyond the initial period, the performance security shall have to be renewed for the extended period. Performance Bank Guarantee would be returned on successful completion of the contract or any extension thereon. Performance Bank Guarantee should be payable at any of local branch of issuing bank at Jammu City.

8.2 In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

9. **PAYMENTS TERMS**

9.1 Bill shall be raised on quarterly basis on completion of each quarter as per the agreed rates and submitted before 10th day of the succeeding month for payment to IIM Jammu along with duly signed supporting documents.

9.2 IIM Jammu will normally settle the bill within 30 days from the receipt of the bill. However for delayed payment, the Contractor will not charge any penalty or interest to IIM Jammu.

9.3 The payment under this agreement shall be made through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IIM JAMMU.

9.4 Bill to be made in the name of Indian Institute of Management Jammu.

9.5 No advance payment will be made under any circumstances.
9.6 TDS/ Income Tax etc. are to be deducted at source from the bills of Contractor as per rule.

9.7 GST No, Pan No and account details should be clearly mentioned on the bill of Service Provider.

10. GENERAL TERMS & CONDITIONS

10.1 Governing Language: The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

10.2 Notices:

(i) Any notice given by one party to the other pursuant to this contract/order shall be sent to the other party in writing or by cable, telex, FAX or e-mail and confirmed in writing to the other party's address.

(ii) A notice shall be effective when delivered or on the notice’s effective date, whichever is later.

10.3 Non-disclosure of Contract documents: Except with the written consent of the Buyer, the Seller/Service provider/other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

10.4 FORCE MAJURE: If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by Force Majeure situation. The Agency/ Firm shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it’s delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

(i) For purposes of this Clause, “Force Majeure” means an event beyond the control of the Agency/ Firm and not involving the Agency/ Firm’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Institute either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

(ii) If a Force Majeure situation arises, the Agency/ Firm shall promptly notify the Institute in writing of such conditions and the cause within 7 days from the date of occurrence thereof. Unless otherwise directed by the Institute in writing, the Agency/ Firm shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

(iii) Neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance.

(iv) The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIM JAMMU as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

10.5 Disclaimer Clause: IIM Jammu has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFP/RFQ and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.

10.6 In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Jammu and the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising out of any breach of contract shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

Chief Administrative Officer
Indian Institute of Management Jammu

Name, Signature and Seal of Authorized Signatory of Bidder
**TECHNICAL BID**

(To be submitted on the letterhead of the Agency)

Copies of all supporting documents duly signed and stamped by the Agency in support of below particulars must be attached along with this checklist

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Name of the Service Provider ::</td>
</tr>
<tr>
<td></td>
<td>(In Block Letters)</td>
</tr>
<tr>
<td>2.</td>
<td>Registered Office Address ::</td>
</tr>
<tr>
<td></td>
<td>(With telephone no. &amp; email address)</td>
</tr>
<tr>
<td>3.</td>
<td>Address of Jammu Office ::</td>
</tr>
<tr>
<td></td>
<td>(With telephone no. &amp; email address)</td>
</tr>
<tr>
<td></td>
<td>Please attach valid document in support of Registered/ Branch office/shop at Jammu.</td>
</tr>
<tr>
<td>4.</td>
<td>Status of the organization ::</td>
</tr>
<tr>
<td></td>
<td>Public Ltd. Company</td>
</tr>
<tr>
<td>5.</td>
<td>Year of incorporation /constitution of agency ::</td>
</tr>
<tr>
<td>6.</td>
<td>Authorized Signatory Details :: Name:____________________________</td>
</tr>
<tr>
<td></td>
<td>Designation:_______________________</td>
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<tr>
<td></td>
<td>Mobile No:________________________</td>
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<td></td>
<td>Email:____________________________</td>
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<tr>
<td>7.</td>
<td>Details of Contact Person Other than Authorized Signatory: :: Name:____________________________</td>
</tr>
<tr>
<td></td>
<td>Designation:_______________________</td>
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<tr>
<td></td>
<td>Mobile No:________________________</td>
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<td></td>
<td>Email:____________________________</td>
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<tr>
<td>8.</td>
<td>Bank Details :: Beneficiary Name:____________________________</td>
</tr>
<tr>
<td></td>
<td>Account No:________________________</td>
</tr>
<tr>
<td></td>
<td>Bank Name:__________________________</td>
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<tr>
<td></td>
<td>Branch:____________________________</td>
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<td></td>
<td>IFSC Code:__________________________</td>
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<td></td>
<td>MICR No.:__________________________</td>
</tr>
<tr>
<td></td>
<td>Type of Account: (Saving/Current)________</td>
</tr>
<tr>
<td>9.</td>
<td>Total No. of Year of Similar Experience. ::</td>
</tr>
<tr>
<td></td>
<td>Details of work experience (as per <strong>Annexure-III</strong>) in support of Experience related eligibility criteria). Please attach copy of Proof</td>
</tr>
</tbody>
</table>
10. Annual Business turnover for last three financial years, duly certified by the Chartered Accountant (in Lakhs) (Please Attach the Proof) ::

<table>
<thead>
<tr>
<th>Financial Year</th>
<th>Turnover (in Lakhs)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2019-20</td>
<td>Rs_______________</td>
</tr>
<tr>
<td>FY 2018-19</td>
<td>Rs_______________</td>
</tr>
<tr>
<td>FY 2017-18</td>
<td>Rs_______________</td>
</tr>
</tbody>
</table>

Avg Turnover of Last Three Years: Rs. ____________ (in Lakhs)

11. Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.

12. Any other information ::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Note:

1) Please enclose all supporting documents.
2) If documents are not included in the application, the bid will be automatically rejected.

Signature of authorized signatory
Name:
Seal:
ANNEXURE-II

TERMS AND CONDITIONS ACCEPTANCE LETTER

(On the letter head of the Agency)

To

Chief Administrative Officer,

Indian Institute of Management Jammu

Old University Campus, Canal Road

Jammu-180016 (J&K)

Sub: Acceptance of Terms & Conditions of RFP for ‘PROVIDING MANAGED WI-FI SOLUTION WITH 500 MBPS (1:1) BANDWIDTH’ vide RFP’ Ref. No: Ref No: IIMJ/RFP/Internet-Service/2021-22/01 dated: 21.04.2021

Date:

Dear Sir,

1. I/We have downloaded / obtained the document(s) for the above mentioned “Work” from the website(s) namely ____________________________________________ as per your notice given in the above mentioned website(s).

2. I/We hereby certify that I / we have read the entire terms and conditions of the documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization with this has also been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the conditions of above mentioned document(s) / corrigendum(s) in its totality / entirely.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.

7. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.

8. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)
## DETAILS OF EXPERIENCE

To be submitted on the letterhead of the bidder)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Name of the organization/Institute where goods/services were provided with Name of Contact Person, Contact No. &amp; email id.</th>
<th>Value of the contract in INR</th>
<th>Duration of contract From (DD/MM/YYYY) To (DD/MM/YYYY)</th>
<th>Total years of experience (YY/MM)</th>
<th>Whether it is academic institute (Yes/No)</th>
<th>Copy of contract along with the performance report (Yes/No)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<td>3.</td>
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<td>4.</td>
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<td>5.</td>
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</tbody>
</table>

Note: Bidders are required to provide the information on above format only in reverse chronological order (start from latest/recent most organization to oldest organization) and also attach Copy of contract / performance certificate in same sequence. Bidders may add row / rows in the above format, if No of organizations / Institutions are more or may add additional sheet also.

**Signature of Bidder**

Name: ___________________________

Designation: ______________________

Organization Name: _______________

Contact No.: ______________________
### FINANCIAL BID

(To be submitted on the letterhead of the bidder)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Particulars</th>
<th>Annual Rental Amount (INR)</th>
<th>GST Amount</th>
<th>Total Annual amount (Including GST)</th>
<th>Total Amount for Two Years (Including GST)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Supply, installation, pro-active monitoring, and maintenance of centrally Managed Wi-Fi Solution by Internet Service Provider with 500 Mbps (1:1) Bandwidth within entire campus premises on Rental Model.</td>
<td></td>
<td></td>
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</tbody>
</table>

GST %........................................

**Note:**

1. The rate quoted by the bidder shall remain same throughout the contract period including any extension thereon. No increment in rates would be permitted in any circumstances.
2. Rate should be quoted in Indian rupees only.
3. Rate quoted should be all inclusive. No other charges would be payable.

**Declaration by the bidder:**

This is to certify that I / we before signing this, have read and fully understood all the terms & conditions contained herein and undertake myself / ourselves to abide by them.

Place: (Signature with stamp of the bidder)

Date:
### ANNEXURE-V

**INDEX**

(To be submitted on the letterhead of the Agency)

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Document Name</th>
<th>Compliance (Yes / No)</th>
<th>Page No</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Technical Bid as per <strong>Annexure-I</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Terms and Conditions Acceptance Letter as per <strong>Annexure-II</strong></td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td>Copy of GST Registration Certificate</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>4.</td>
<td>Valid document in support of Registered/ Branch office/shop at Jammu.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Proof of Income / Turnover to claim the eligibility related to Turn Over (CA Certificate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Details of work experience (as per <strong>Annexure-III</strong>)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td><strong>Proof of Experience:</strong> PO/ WO/ Agreement/ Experience Certificate/ Performance certificate from the clients.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.</td>
<td>Duly signed and stamped of the entire RFP document along with its addendum/corrigendum, if any</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9.</td>
<td>All other documents, as required to claim eligibility</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Place: ____________________________

(Signature with stamp of the Agency)

Date: ____________________________
ANNEXURE-VI

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT JAMMU OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT JAMMU OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT JAMMU. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
Indian Institute of Management Jammu,
Jammu-180016
India

LETTER OF GUARANTEE

WHEREAS Indian Institute of Management Jammu, Jammu (Buyer) have invited s vide No…………………………………………………… dt…………………………………. for ........................................................ and whereas the said document requires that any eligible successful Bidder (Vendor) wishing to provide/supply of Services/ Goods/ Material as per document in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of “Indian Institute of Management Jammu,” in the form of Bank Guarantee for Rs ................................ and valid up to 60 days beyond the completion of contract / warranty period, from the date of issue of Performance Bank Guarantee may be submitted within ............... days from the date of acceptance as a successful Bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Bidder (Vendor) failing to abide by any of the conditions referred in document / purchase order / work Order etc. this bank shall pay to Indian Institute of Management, Jammu on demand and without protest or demur Rs .......................

This bank further agrees that the decision of Indian Institute of Management, Jammu (Buyer) as to whether the said Bidder (Vendor) has committed a breach of any of the conditions referred in document / purchase order shall be final and binding.

We, .......................................... (name of the bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bidder (Vendor) and/or Indian Institute of Management Jammu, Jammu (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs. ................. (Indian Rupees only).
2. This Bank Guarantee shall be valid up to ......................... (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Institute serve upon us a written claim or demand on or before ................. (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at ........................................ situated at ........................................ (Address of local branch of Jammu).

Yours truly,

Signature and seal of the guarantor:

Name of Bank:
Address:
Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.
**ANNEXURE-VII**

**MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER**

Date: / / 

The Chief Administrative Officer  
Indian Institute of Management Jammu  
Jammu


1. **Name of the Party/Firm/Company/Institute:**
2. **Address of the Party:**
   - City_______________________________________
   - Pin Code___________________________________
   - E-Mail ID__________________________________
   - Mob No:___________________________________
   - Permanent Account Number___________________

3. **Particulars of Bank**
   - Bank Name
   - Branch Name
   - Branch Place
   - Branch City
   - PIN Code
   - Branch Code
   - MICR No
   - (9 Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name, branch name and code number)
   - IFS Code:(11 digit alphanumeric code)
   - Account Type
     - Saving
     - Current
     - Cash Credit
   - Account Number:

**DECLARATION**

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information I shall not hold Chief Administrative Officer, Indian Institute of Management Jammu responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS Transfer.

Place: _________________  
Date: _________________

Signature & Seal of the Authorized Signatory of the Party

Certified that particulars furnished above are correct as per our records

Bankers Stamp: ____________________________  
Date: ________________

**Signature of the Authorized Official from the Bank**

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.
Government of India  
Ministry of Communications & IT  
Department of Telecommunications  
Sanchar Bhawan, 20, Ashoka Road, New Delhi - 110 001  
(AS-II Cell)

No 842-725/2005-VAS  
Dated: 23.02.2009

To

All UASL/CMTS/BASIC Service Providers

Subject: Instructions under the UASL/CMTS/BASIC Service Licence regarding provision of Wi-Fi Internet service under delicensed frequency band

In the recent past concerns have been raised that Wi-Fi Networks were being misused by anti-social elements. Insecure Wi-Fi networks are capable of being misused without any trail of user at a later date. In order to address the issue related to insecure Wi-Fi network, all the UASL/CMTS/BASIC Services providers are hereby instructed to follow the following procedure for the secure use of Wi-Fi services under the delicensed frequency band in the interest of security of the nation with immediate effect:

(I) (a) Internet services (wired/wireless) provided by Licencee to new Subscriber

(i). Licencee will ensure a registered and secure Internet service including Wi-Fi connectivity through user Login ID and password to all the subscribers with central authentication mechanism.

(ii). Licencee shall deploy suitable Customer Premises Equipment (CPE) for wired / wireless internet connectivity at subscriber
end, keeping in view the further deployment of Wi-Fi connectivity for implementing the (i) above.

(iii). Licencee shall ensure that unique user ID and Password do not have provisions for simultaneous multiple logins. Licencee may give more than one user ID and Password to a single subscriber for multiple usage for his internet account.

(iv). Licencee shall put a clause in Subscriber Agreement of new subscribers that any Wi-Fi connectivity deployed by subscriber has to be activated only after it is registered for centralized authentication with the Licencee.

(b) **Wi-Fi services provided at public places i.e. Hotels, Restaurant, Airports Malls, Shops, Railway Stations through hotspot.**

(i). Licencee shall create bulk Login IDs at each Wi-Fi hotspot location for controlled distribution. The authentication shall be done at a centralized server only which could be a POP location of the service provider.

(ii). Licencee or its Franchisee shall register the Subscribers for providing temporary Login ID and password for the use of public Wi-Fi spot through either of the following methods:

   a. Retaining a copy of Photo Identity of the subscriber with Licencee which shall be preserved by the Licencee for a period of one year.

   b. Provisioning of Login-ID and Password through SMS on subscriber’s mobile phone through automated process and keeping mobile number of subscriber as the identity of the internet subscriber with reference to
Login-ID provided for a period of one year. In such cases, photo identity may not be necessary.

(c) **Internet subscriber on Lease Lines**

(i). Licencee will direct and take compliance from Leased line based internet subscribers to setup and maintain centralized authentication themselves for Internet Services including Wi-Fi usage. Leased line based internet subscribers shall also have the option to get the centralized authentication for their internet usage by the respective Licencee.

(d) **Wi-Fi services deployed by existing subscriber**

(i). Licencee shall ensure compliance to Para (i)(a)(i) to (i)(a)(iii) for all existing Wi-Fi customers who have taken Wi-Fi services from the Licencee.

(ii). Licencee will inform their Internet subscriber about registering Wi-Fi connectivity with Licencee through monthly bills, emails etc. at regular interval.

(iii). Efforts shall also be made to create awareness among public for using registered Wi-Fi connectivity.

(iv). Licencee shall direct its existing Internet subscribers, including those who have deployed Wi-Fi routers themselves, to get the Wi-Fi Internet connectivity registered with Licencee within four months.

(v). If it comes to the notice of Licensee that the internet subscriber has not registered with the licensee and is using Wi-Fi connectivity, Licensee is hereby directed to suspend the
internet services to such subscribers till they are registered with the Licencee.

(II) Para I(a)(i) to I(a)(iii) shall also be applicable for provisions in Para (I)(b)&(c) also. All the above actions shall be implemented within four months.

Copy to:

1. Secretary, TRAI, New Delhi
2. Wireless Advisor, WPC Wing, New Delhi
3. DDG(Security), DoT, New Delhi
4. DDG(AIS-I), DoT, New Delhi
5. DDG(DS), DoT, New Delhi
6. DDG(C&A), DoT for posting on the DoT website